



**WRS Board**  
**Date: 29<sup>th</sup> February 2024**

**Progress Report on the Automation Project**

<b>Recommendation</b>	<b>Members are asked to note the report.</b>
<b>Background</b>	<p>In 2023, members agreed to create a reserve of £150,000 underspend to fund the implementation of automation of data entry for customers, enabling a range of services to be addressed by the client entering data in forms on the WRS website. These would in turn upload directly into our IDOX Uniform back-office system making it easier for applicants to access our services and find out the status of their application.</p> <p>Officers agreed to provide a short progress report at each Board meeting until implementation.</p>
<b>Report</b>	<p><b>Progress</b></p> <p>Testing and evaluation of forms have continued, and officers are now content the TENs (Temporary Event Notice) form is ready to be rolled out. Officers have nearly fully exhausted second stage testing with just some planned stakeholder testing with members and the six Chairs of Licensing Committee arranged for the end of February/early March. Officers are confident any changes recommended at this stage will be minor amendments that should not delay the roll out.</p> <p><b>IT</b></p> <p>There has unfortunately been another delay by IDOX in implementing the connector, but officers have continued to use a workaround for testing. This implementation has now been scheduled for the end of February 2024 and will be in place prior to testing with councilors so end to end testing can be achieved.</p> <p><b>Finance</b></p> <p>The connector issue has not interfered with any of the financial testing and officers have a high level of confidence in the process, so members can be confident that monies are transferring correctly and to the correct district codes. This has now been checked in both the 'test' and 'live' system.</p>



### **Comms and Website Development**

Officers are liaising with the communications lead to ensure the website and dashboard are easy to navigate alongside the 'help' guidance and FAQ's. These have been tested with external stakeholders and potential applicants and tweaks have been made where deemed necessary.

### **Phase Three**

Officers have been checking the Licensing Act forms and Animal Licensing Forms with a view to put together similar guidance for applicants as the TENs form due to the positive feedback received. These will also now move into testing. A task and finish group has been set up consisting of officers across the different teams in WRS to scope out the 'Service Request' form. This form will enable applicants to send in enquiries to the service without having to email or telephone the duty officers and wait on the telephone. It is probably one of our more difficult jobs to scope as it needs to address a very wide range of potential requests relating to the work of all three WRS sections.

In parallel to the wider automation project officers continue to assess the roll out of electronic ID Cards in the taxi trade for both safeguarding and enforcement measures. IT colleagues at Wyre Forest have progressed with work on the dashboard implementation and await the implementation of the connector from IDOX to continue through to completion.

### **Contact Point**

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